

## **FIELD SERVICE BULLETIN (FSB)**

**SUBJECT:** Quantar Base Radio – A7.16 Systems: Sites with a mix site of GTR8000 and Quantar and GTR8000 configured as control channels may experience a reset of Quantar channels under loaded condition.

### **SYMPTOMS:**

The Quantar reset is observed only on A7.16 released software when:

- Sites are configured with a mix of GTR and Quantar channels
- Channel number for Quantar Base Radio is greater than 4
- Channels are loaded with FDMA calls

### **MODEL / SYSTEM AFFECTED:**

Quantar Base Radio – A7.16 Systems

### **PROBLEM CAUSE:**

A software problem introduced in A7.16 release which fails to operate in mix Quantar and GTR 8000 Base Radio configuration.

### **WORKAROUND:**

None

### **RESOLUTION:**

Upgrade to the appropriate version as listed in the “PARTS REQUIRED (HARDWARE/SOFTWARE):” section below, based on the model.

### **To obtain software:**

1. Initiate a software request case through Motorola Solution, Inc. System Support Center (SSC) at 1-800-221-7144 (1-302-444-9800)
2. Await confirmation email from UOST with instructions
3. Complete the Upgrade Operations Software Team (UOST) Software Order Form:
  - a. Reference **FSB11104** in the ‘Reason for Software/Hardware Change’ section of the software order form.
  - b. List the part number (**KC #** as listed under “PARTS REQUIRED (HARDWARE/SOFTWARE):” below) in the ‘Part # or Version #’ section of the software order form.
4. Email completed Software Order Form to UOST for processing

### **Reference the following documents/processes for installation procedures:**

[http://wls.mot-solutions.com/ASTRO\\_7.16/pdf/MN001940A01- A\\_Software\\_Download\\_Manager.pdf](http://wls.mot-solutions.com/ASTRO_7.16/pdf/MN001940A01- A_Software_Download_Manager.pdf)

### **SEVERITY RECOMMENDATION:**

**Medium** - Perform at next scheduled maintenance

### **PARTS REQUIRED (HARDWARE/SOFTWARE):**

A7.16: KC112C03L000071602 - SiteRptrBR\_R07.16.41

### **LABOR ALLOWANCE:**

This is an informational bulletin. No labor warranty is implied, intended or authorized.

*Software Order Form*



Upgrade Operations Software Team

Phone Number: (800) 221-7144

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## SECTION 1: General Information

NOTE: PRICE QUOTES GIVEN BY UOST ARE VALID FOR ONLY 90 DAYS

Date	_____	Case Number	_____
System ID	_____	Site ID	_____
System Name	_____	Site Name	_____
Customer Name	_____		
Form Completed			
by	_____	Field Contact	_____
Organization	_____	Organization	_____
Phone Number	_____	Phone Number	_____
Pager Number	_____	Pager Number	_____
Fax Number	_____	Fax Number	_____

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## SECTION 2: Order Information

Product Type: \_\_\_\_\_ Serial Number \_\_\_\_\_

Reason for Software / Hardware Change: \_\_\_\_\_

Downgrade? If so, list current and target releases. \_\_\_\_\_

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Software / Hardware Description: \_\_\_\_\_

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Part # or Version # \_\_\_\_\_ Quantity \_\_\_\_\_

Date Required \_\_\_\_\_

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## SECTION 3: Shipping / Billing Information

Ship To: \_\_\_\_\_

Bill To: \_\_\_\_\_

Email: \_\_\_\_\_

Attn: \_\_\_\_\_

Phone: \_\_\_\_\_

Attn: \_\_\_\_\_

Phone: \_\_\_\_\_

### Customer Billing

P.O. #: \_\_\_\_\_

CUST #: \_\_\_\_\_

TAG #: \_\_\_\_\_

### Internal Billing

PROJECT #: \_\_\_\_\_

FSB #: \_\_\_\_\_

DEPT #: \_\_\_\_\_

APC #: \_\_\_\_\_



*Upgrade Operations Software Team*

## **Software Order Form**

Phone Number: (800) 221-7144

Fax Number: (847) 538-0364

### **Facsimile Transmittal Sheet**

<b>To:</b>	_____
Company:	_____
Fax Number:	_____
Phone Number:	_____
Re:	_____

<b>From:</b>	_____
Date:	_____
Total Pages:	_____
Sender's Case#:	_____

- This form has been sent to you because you have requested an order from the Upgrade Operations Software Team.
- Please fill out the order form and Fax or email back to the Upgrade Operations Software Team
- If desired, please provide your email address on the order form and we will provide a tracking number when your order ships for your convenience.
- Orders will normally be processed in 3-5 business days once all information has been received.
- If additional space is required for software information, please use the optional addendum on page 3 below in addition to the original order form. This form is for use with large orders with multiple part numbers.

### **NOTE:**

- 1) If this is an SSA CUSTOMER please order via Motorola factory order.
- 2) Limited Liability is Implied to the maximum of order amount.
- 3) Price quotes provided by UOST are valid for 90 days

***Thank you and have a good day!***

# Supplemental Order Information Addendum

(Optional)

Software Description	
Part# or Version #	
Quantity:	

Software Description	
Part# or Version #	
Quantity:	

Software Description	
Part# or Version #	
Quantity:	

Software Description	
Part# or Version #	
Quantity:	

Software Description	
Part# or Version #	
Quantity:	

Software Description	
Part# or Version #	
Quantity:	